

State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

May 18, 2006

- **Members Present:**

Vice Chair Steve Reinke, *Rural Counties East (Alternate – Non-voting)*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities & Transportation Commission*
JoAnn Boggs, *Rural Counties - East*
Dave Carlberg, *Washington State Association of Fire Chiefs*
Marlys Davis, *King County*
Dick Dickinson, *Cingular, Verizon, US Cellular*
Stephanie Fritts, *Rural Counties - West*
Marty Knorr, *Washington State Patrol*
Steve Lich, *Washington Fire Commissioners Association*
Chris Mace, *WA Assoc. of Sheriffs and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association*
Lynn Mell, *T-Mobile USA - Wireless*
Lorlee Mizell, *Urban Counties, East (Spokane County)*
Jim Quackenbush, *National Emergency Number Association*
Markus Volke, *Qwest*

- **Alternate Members Present:**

Diane Carlson, *Verizon*
Peggy Fouts, *Association of Public-Safety Communications Officials*
Mark Freitas, *Washington Fire Commissioners Association*
Patti VonBargen, *Association of Washington Cities – East*

- **Guests Present:**

Susan Zoya, Ben Keller, Sophia McSherry (WSAC), Cory Ahrens (CJTC), and Mark Dahlen (Neustar)

- **County Coordinators Present:**

Kellie Ottmar (Adams), Wendy Perry (Chelan), Naomi Riggins (Clallam), Keith Flewelling (Clark), Jerry Corder (Douglas), Rose Parr (Ferry), Virginia Boyd (Garfield), Peggy Fouts (Grays Harbor), Donna Hamlin (Jefferson), Marlys Davis (King), Shirley Chapple (Klickitat), Michael Strozyk (Lewis), Dee Ann Edwards (Lincoln), Dave Rodriguez (Okanogan), Stephanie Fritts (Pacific), JoAnn Boggs (Pend Orielle), Jim Ricks (San Juan), Dave Cox (Skamania), Lorlee Mizell (Spokane), Jim Quackenbush (Thurston), Dan Bardsley (Wahkiakum), Dan Aycock (Walla Walla), and Patti VonBargen (Whitman).

- **State Office Staff Present**

- Bob Oenning, David Irwin, William Boyd, Bruce Baardson, Lorri Gifford, Penelope Cassidy, and Kristin Ramos.

- 1. Welcome and Introductions**

- Attendees were welcomed and introductions were made.

- 2. Review and Approval of the Minutes (20 April, 2006):**

- Jim Quackenbush moved to accept as written the minutes of the 20 April 2006 meeting. Peggy Fouts seconded the motion.
 - Discussion: None
- The motion carried.

- 3. Old Business – Bob Oenning**

- Open Action Items – Most items were self-explanatory.
 - Status of all items in the works. [Summary of Action Items Sheet].
 - State Patrol
 - Since RCW is the guiding force, have the State Office and WSP keep in communication.
 - Marty Knorr stated WSP would go through the Advisory Committee regarding budget packages.
 - The SAFE Committee has disbanded until further direction can be provided by the SAW Group.
 - They key will be how attractive the State can make the phone/radio system for local government.
 - A report to the Association of Counties was well received. Local involvement is encouraged.
- Jeanne Massingham reminded of the anniversary of the ‘Back Door to Mount Saint Helens’.
 - Local directors of Emergency Management would like to focus on the similarities between different organizations to reduce redundancy.
 - The Mt. St. Helens eruption occurred at a time with minimal technology.
 - All local organizations worked together with effective communication and teamwork among businesses and agencies.
 - Communications went down first.
 - Jim Quackenbush mentioned the Partners in Emergency Preparedness
 - Reported that APCO/NENA was not permitted to participate without a fee.
 - Bob Oenning reported that New York has thrown out their old emergency plan and replaced it with a plan which more closely resembles a PSAP card.
 - Joseph Coultman – Emergency Phones in Schools
 - To be rescheduled.
 - Dave Carlberg mentioned that PBX should not just focus on schools, but with any building with certificate of occupancy.
 - Enforcement of the system would be difficult without providing a plan to the public on specific compliance procedures.
 - Most new phone systems are IP based.

4. Subcommittee Reports

- **Introduction of William Boyd and the Federal Communications Commissions (FCC) Report**

- Presentation of the FCC Report as distributed to the committee members.
- Presentation of the VoIP Report as distributed to the committee members.

Wireless – Marlys Davis (William Boyd)

- Phase I and Phase II Service Agreements [Excel Spreadsheet].
 - Combined AT&T/Cingular Service Agreement
 - Agreements are in transition. There are currently no updates on service agreements or implementation.
 - Sprint PCS and Nextel
 - Phase I and Phase II Costs
 - Carrier Cost recovery
 - State Office will be sending out letters to the carriers informing that funding will be available. As soon as amounts are available, letters will be distributed. 50% of the total amount of wireless unspent at the end of the year is eligible for reimbursement.
 - Requests for reimbursement need to be made with justification.
- Phase I and Phase II Implementation Issues/Order Status
 - No comments or updates.
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
 - Default Routing
 - No comments or updates.
 - Phase I Class of Service
 - No comments or updates.
 - County Phase II Order Status
 - No comments or updates.
 - Phase II Implementation Issues
 - ALI Datastream Upgrade to PSAPs [Phase II Status Sheet]. All current.
 - Other Implementation Issues/Comments
 - William Boyd requested that the County Coordinators check the link and report any errors to him.
 - No additional comments or updates.
 - Testing on Emergency Mode Lock Out
 - Bob has taken this issue on and is reporting monthly to the Advisory Committee.
 - Carriers all have different procedures, so there is no one set of guidelines universally applicable, so one generic news release would not cover this issue.
 - The recommendation is to contact appropriate carriers for instruction.

- Public Education
 - No representation on the conference call.
- Prepaid Wireless 911 Taxes
 - Bob Oenning from the State E911 Office reports
- Other Issues
 - No comments.
- VoIP Report – William Boyd
 - Federal Actions
 - Bob Oenning from the State E911 Office reports
 - VoIP Service Agreement
 - Bruce Baardson believes there was a draft service agreement being routed, but no active participation from the State Office.
 - Marlys added work with Vonage is pending on a VoIP only service agreement.
- State VoIP E-911 Taxation Study
 - Bob Oenning from the State E911 Office reports
- VoIP Implementation
 - Some VoIP calls can be difficult to identify.
- Other VoIP Issues
 - No comments
- **Strategic Planning – Dan Aycock**
 - No extended report.
 - No comments on the draft from the last meeting.
 - Dan will submit another draft for distribution from the State Office to the counties for comment.
- **211 – Steve Reinke**
 - Dan Aycock made a motion to disband the 211 Subcommittee.
 - Jim Quackenbush seconded.
 - The motion to disband carried.
 - Jeanne Massingham inquired about additional details regarding 211 status.
 - Bob Oenning stated that the planned 211 planned funding is one third local contributions, one third from the state, and one third is federal. Until all three pieces are together, cohesive service will not be possible 24/7.
 - The State Office role is currently moving funds. No direction or management comes from the State Office.
- **Avian/Pandemic – Jim Ricks**
 - PowerPoint Presentation
 - Summertime may reveal a lull in the spread of bird flu.
 - Continued concern regarding medical supplies for agencies and PSAPs regarding prescriptions and other necessities to sustain healthy living.
 - A prioritized extended plan for PSAP and family support is in the works.

- A goal is to present a PSAP Advocate Policy for the July Advisory Committee meeting.
 - 911 should be considered as the primary first responders in the event of a disaster or emergency. Not all agencies list 911 as a top priority item.
 - The plan focuses on the phases of the pandemic as presented by the World Health Organization.
 - At the Pandemic Conference, the Seattle Emergency Manager emphasized that 911 should come first.
 - Medical aid and triage would still be available during a pandemic via telephone to limit disease transmission.
 - Emergency Management plans tend to be rewritten based upon lessons learned from various events.
- **Training – Peggy Fouts**
 - The Training Policy has not yet been signed.
 - The next meeting will be in July and the hope is that the policy will be ready to be signed by the next meeting.
 - The State Office was requested to have the report from the CJTC regarding what training has been completed.
 - Bob requested some information regarding the direction of the training program regarding PSAPs in all sizes of counties.
 - Discussion is required regarding certification for training.
 - A long term plan is required with a clearly defined goal.
- **Public Education – Kellie Ottmar**
 - Conference Call meeting.
 - Use a NENA class for the Coordinator Forum.
 - Researching accidental misdials further before determining a plan of action.
 - Plan on updating the website to include parents, teachers, and children.
 - This would replace paper-type brochures.
 - The next call is in June.

5. By Laws

- Action needs to be taken today.
- Align the by-laws with the RCW.
- Dan Aycock made a motion to adopt the proposed amended to Section One of the provided Washington State Enhanced 9-1-1 Advisory Committee By-Laws regarding VoIP representation and to place on the agenda for the next meeting for adoption.
 - Lorlee Mizell seconded.
 - The motion carried.

6. State Office Staff Reports

- **Financial Status – Lorri Gifford**
 - FY06 Wireline and Wireless Fund Status handout provided in the packet was detailed to the committee.
 - Reimbursements for the Wenatchee conference were explained.

- The State Office is currently working on Below the Line funding for FY06.
 - FY07 final review on applications are currently underway.
 - Similar documentation as last year will be required for the upcoming fiscal year.
 - FY06 Operations Contract
 - Summary of contracted expenses were explained, including the amendments.
 - Fluctuations in monthly amounts include taxes.
 - If there are any taxation errors, then none are posted. This results in a higher dollar amount for the following month.
 - Monthly Revenue Activity Report was explained and included in the packet as requested by the Advisory Committee.
- **National/Legislative – Bob Oenning**
- National
 - No 911 legislation from us for next year.
 - There is some probability regarding VoIP legislation that is not agency sponsored.
 - There is discussion in D.C. about a bill regarding franchising cable. There is a section about VoIP which reflects the removal of previously requested items.
 - State
 - Nothing pending from the department for next year.
 - VoIP and Prepaid would require Department of Revenue agreement in policy and that has not yet occurred.
 - The agency needs to remain objective.

7. New Business – Vice-Chair Steve Reinke

- Rebecca Beaton
 - New issue regarding wireless customer out of their home range. If they dial 0 instead of 911, when the operator transfers the call the latitude and longitude do not accompany the call.
 - Industry compliance question regarding wireless and VOIP customers out of their home range dialing 0 instead of 911 and also requirement for a toll free number to the operator service provider. Currently the operator is required to transfer the call to 911 but the latitude and longitude do not accompany the call. If a call is a 'warm' transfer, there would not be a record found for that call.
 - An example is On-Star. They do warm transfers to the appropriate PSAP.
 - Dialing 0, may not need to follow the same obligatory guidelines a calls which are initially dialed as 911 calls.
 - The WAC requires provider of operator services must provide a toll free number for PSAPs to be able to return the initial call to the operator.
 - Lynn Mell/T Mobile reported customer calls for 911 that come to T-Mobile via the company's 611 number are told to hang up and dial 911

directly. No transfers are made. Company training dictates this procedure nationwide.

- Grays Harbor reported no known examples as there is no means to contact a specific operator after a call transfer to 911. Processes are in place to deal with calls that come in by other ways than 911 and there is no need to contact the operator again.
- Thurston County/Jim Quackenbush. Calls that come to the PSAP not through 911 directly are not under the same requirements as 911.
- Bob Oenning. At the time the rule was written, VOIP and wireless were not contemplated. The rule requirement for both operator transfer to 911 and for a company toll free number are obsolete..
 - Operators should be able to transfer emergency calls back into the 911 system to the correct PSAP. Regulated wireline already does an effective job of this.
 - As VoIP becomes more mainstream, the dialing of 0 may become more of an issue.
 - The provider of the operating service must provide a toll free number for PSAPs to be able to return the initial call.
- EMD was given money to give back to locals for emergency management planning.
 - Opportunities to apply for grant money.
 - Use care to follow the guidelines to ensure increased opportunity to obtain grant funds by the end of the current fiscal year.
 - Award notifications should be out by June 19.
- NENA elections are pending.
- Department of Health has a federal grant to conduct a study on emergency medical services.
 - They are looking at improvement of PSAPs.
- Vonage has a disclaimer at the end of their ads stating that their 911 services may not resemble traditional 911 services and to refer to their (Vonage) website.
- Lorlee Mizell has some afflicted employees in her office. Cards are welcome.
- Motion to adjourn:
 - With no further business before the Committee, Steve Reinke adjourned the meeting at 11:25.
 - Dan Aycock made the motion to adjourn.
 - Peggy Fouts seconded.

The next scheduled E911 Advisory Committee meeting is THURSDAY, July 13th, 2006 at
THE LAQUINTA INN & SUITES in Federal Way, Washington
32124 – 25TH AVENUE S
FEDERAL WAY, WA 98003
(253) 529-4000

- **Action Items from April 20, 2006 meeting:**
 - Dan Aycock made a motion to disband the 211 Subcommittee.
 - Jim Quackenbush seconded.

Advisory Committee

May 18, 2006

8 of 8

- The motion to disband carried.
- The State Office was requested to have the report from the CJTC regarding what training has been completed.
- Dan Aycock made a motion to adopt the proposed amended to Section One of the provided Washington State Enhanced 9-1-1 Advisory Committee By-Laws and to place on the agenda for the next meeting for adoption.
 - Lorlee Mizell seconded.
 - The motion carried.